



JOB OPPORTUNITY

CALIFORNIA DEPARTMENT OF INSURANCE

PROGRAM TECHNICIAN III

\$2,951 - \$3,696

PRODUCER LICENSING BUREAU

SACRAMENTO

Multiple Positions

The Department of Insurance has an opening to be filled at the Program Technician III classification to work in the Producer Licensing Bureau's Processing and Inquiry Programs

RESPONSIBILITIES: Under general direction of the Supervising Program Technician III, the incumbent uses advanced technical knowledge and program expertise to independently perform the most difficult work. Duties include:

- Reviews and processes sensitive and complex documents for the approval of corporate, partnership, association and individual fictitious names;
- Reviews complex adjuster license and bail license application packages and related documents to identify and correct discrepancies;
- Processes replacement bonds for all types of licenses;
- Reviews requests for legal certifications/subpoenas to determine if information requested can be released;
- Authorizes the issuance of licenses, renewals, identification cards, processing of renewal applications, maintains and updates computer records for bail licensees;
- Establishes and clears computer records; makes corrections to the database as necessary;
- Prepares reports for management or for court proceedings;
- Provides advice on policy and procedures to the general public and industry professionals, assists Bureau analysts with the design and modification of the Legal Certification format;
- Participates in studies of departmental procedures regarding record disposition and retention schedules for licensee's history files;
- Proposes recommendations to management on procedures, policies and program alternatives;
- Provides technical assistance to attorneys, investigators, and other departmental personnel; contacts law enforcement agencies, government agencies, private sector attorneys, private investigators, insurance companies and the general public to resolve problems;
- Process other general licensing work as directed.

01/13/14 tb

DO NOT SUBMIT APPLICATIONS TO THE CalHR

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.



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DESIRABLE QUALIFICATIONS: Staff work at this level requires in-depth knowledge of the Insurance Code, Penal Code sections applicable to misrepresentation and fraudulent practices, and laws, rules regulations and policies of insurance licensing in general. In addition, candidates should have the ability to work independently, follow directions, exercise good judgment, work cooperatively with others and deal tactfully with the public; possess initiative, be resourceful, dependable, and have good interpersonal and communication skills, both verbal and written.

WHO MAY APPLY: Applications will be accepted from current State employees at the Program Technician III level, those within transfer range, or individuals who have list eligibility for Program Technician III. Training and Development Assignments may be considered. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. Surplus candidates must attach a copy of their letter. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, list eligibility or Training and Development Assignment) on the state application.***

APPLICATION PROCEDURE: Please mail a completed standard [State Application STD 678](#) to Tina Brown, Department of Insurance, Human Resources Management Division, 300 Capitol Mall, Suite 1300, Sacramento, CA 95814. **PLEASE INDICATE “Program Technician III, PSN # 413-145-9929-xxx” ON THE STATE APPLICATION.** APPLICATIONS RECEIVED WITHOUT THE ABOVE INFORMATION MAY NOT BE CONSIDERED FOR REVIEW. **DO NOT EMAIL APPLICATION.** Applications must be postmarked by the final filing date to be considered. For additional information, please call (916) 492-3351 or email Tina.Brown@insurance.ca.gov

FINAL FILING DATE: January 31, 2014 – Close of Business (5:00 p.m.)

NOTE: Interested Individuals, including list eligibles, must submit applications in order to be considered for this position. Possession of minimum qualifications will be verified prior to interview and/or appointment. If it is determined an applicant does not meet the minimum qualifications, the application will be forwarded to CalHR and the applicant's name may be removed from the eligibility list. If you are applying for more than one recruitment, a separate State Application (STD 678) is required for each recruitment for which you would like to be considered.

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